

Table of Contents

What is Hostel Office?	3
DormBook	4
Passwords for Dorm Book	4
Super Security	5
How to enter a booking in to Dorm Book	5
Above is an example of the Edit Reservation screen	6
How to enter a weekly and long term booking	6
How to setup Weekend/Seasonal prices and Week Rate prices	6
Editing existing bookings	7
Name	7
Gender	7
Price	8
Bedlist	8
Date	9
State	9
Booking Channel	10
Notes	10
Receipts	10
Drag and Drop	10
Moving Large Bookings	11
Joining bookings	11
Conflict Bookings	11
If Dorm Book Changes Colour by itself	12
Payments	13
Additional services	14
Search	14
Credit Card Details	14
A Closer Look at a Booking within Dorm Book	15
Representation color	15
Create Views in Dorm Book	16
Screen Layout	16
Staff Reports	17
Settings	18
Dorm Online Booking Engine for your website/s	19

Credit Cards issues:	21
No Room Limit.....	22
Flex Booking.....	22
Dorm Project Managers Back Office.....	23
Manager Reports	24
User Accounts (Dorm Book Staff Login Accounts).....	26
Data export.....	26
Guest categories.....	27
Agents, Edit Agents.....	31
Invoices.....	33
Payment records.....	33
Deleted bookings.....	33
Dorm Book Options.....	34
Country.....	35
Booking Sheets.....	36
How to Email Booking Confirmation Automatically.....	36
Adding Services (Tours in your Website Booking Engine, Key Deposits etc).....	36
Prices Services.....	37
Rooms.....	37
Room Categories.....	37
Payment types.....	38
Age category.....	38
Price periods.....	39
Calendar.....	41
Dorm Online.....	42
Text Blocs Editing (Website Booking Engine Text).....	43
Online Groups.....	45
Booking.com Allocations.....	48
Changing Passwords for Agent backoffices.....	48
HostelBookers	48
HostelWorld	48
Yield Management.....	49
An overview of how our software synchronises and your data security:.....	49

What is Hostel Office?

HostelOffice is the promotional name of the system that is made up from three components - DormProject, Dorm Book, and Dorm Online.

DormProject

- The main Administration control area for managers

DormBook

- For everyday use (reception, office)

DormOnline

- Website Booking engine integrated with Dorm Book and Dorm Project

Optional

- Additional licences for DormBook
- No Room Limit
- Flex Booking
- Interface for GOMIO
- Interface for Hostelbookers
- Interface for Hostelworld
- Interface for Booking.com
- Interface for HI Hostels
- Interface for HostelsClub

DormBook

The Bulldog Hotel Amsterdam - Online

Agent

2010	16.8. Mo 22/15	17.8. Tu 228/7	18.8. We 222/10	19.8. Th 218/12	20.8. Fr 225/13	21.8. Sa 228/9	22.8. Su 214/21	23.8. Mo 216/20
111 01 (12 Bed Dorm)	\$! Littera Michael 9232			\$! turner james 10815	\$! RAVO MARIA SERENA 10100	\$! JohanntoberneTabb Jonathan 10519		
111 02 (12 Bed Dorm)	\$! Littera Michael 9232			\$! de Patoul Kevin 10855			X kim soochan 10901	
111 03 (12 Bed Dorm)	\$! Zerbato Marco 10584	\$! Chataas Ghostine 10174			\$! Kaminiski Franziska 10575		\$! drake jacinta 10743	
111 04 (12 Bed Dorm)	\$! Zerbato Marco 10584	\$! Suchet Marie 9877			\$! Kaminiski Franziska 10575		\$! drake jacinta 10743	
111 05 (12 Bed Dorm)	\$! Zamora Didier 10587	\$! Kircher Scott 9585				\$! Nowak Rafal 9815	\$! Edward Baah 10945	\$! luisier fabien 9803
111 06 (12 Bed Dorm)	\$! Moura Bruno 10524	\$! Kircher Scott 9585				\$! Nowak Rafal 10926		\$! luisier fabien 9803
111 07 (12 Bed Dorm)	\$! Zamora Didier 10587	X Palestina Joe 7726	X Modh Raghav 10485	\$! Weekley James 10707	\$! Evans Daniel 9845			
111 08 (12 Bed Dorm)	\$! Maia Leandro 8175			\$! de Patoul Kevin 10856	\$! Evans Daniel 9845			
111 09 (12 Bed Dorm)	\$! Barker Juliana 3203				\$! Portmann Michel 10553			\$! Sadler Jonathan Michael ...
111 10 (12 Bed Dorm)	\$! Barker Juliana 3203				\$! Portmann Michel 10553			\$! Sadler Jonathan Michael ...
111 11 (12 Bed Dorm)	\$! Mykkanen Joonas 9762	\$! Urso Mauricio 7072			\$! Bryson Liam 9695			
111 12 (12 Bed Dorm)	\$! Mykkanen Joonas 9762	\$! Suchet Marie 9877			\$! Medina Jose Juan 10309			\$! Bouvart Nicolas 11033
112 01 (12 Bed Dorm)	\$! Marshall Thomas 9126	\$! Barnes Stephen 10441			\$! Ferreira Lucas De Tom 8666			\$! Biganzoli Julien 10995
112 02 (12 Bed Dorm)	\$! Marshall Thomas 9126	\$! Philogene Bianca Robyn 10447			\$! Caldwell Elizabeth 10369			\$! Biganzoli Julien 10995
112 03 (12 Bed Dorm)	\$! barker peter 10595		\$! Romao Guilherme 10401		\$! Caldwell Elizabeth 10369			\$! Biganzoli Julien 10995
112 04 (12 Bed Dorm)	\$! Polia Graziano 9204				\$! Rancin Francis 10711	\$! Ernsten Marie 10897		
112 05 (12 Bed Dorm)	\$! Elias Luis 10591	\$! Philogene Bianca Robyn 10447			\$! Inelli dominico 10880	\$! Sheil David 9581		
112 06 (12 Bed Dorm)	\$! Elias Luis 10591	\$! Philogene Bianca Robyn 10447			\$! Inelli dominico 10880	\$! Sheil David 9581		
112 07 (12 Bed Dorm)	\$! barker peter 10595		\$! Romao Guilherme 10401		\$! Romao Guilherme 10872	\$! Sheil David 9581		
112 08 (12 Bed Dorm)	\$! vantini samuel 9098				\$! Romao Guilherme 10872	\$! Sheil David 9581		
112 09 (12 Bed Dorm)	\$! caballero fernando 10641	\$! Barnes Stephen 10441		\$! Pye Matthew 10683	\$! Romao Guilherme 10872	\$! Sheil David 9581		
112 10 (12 Bed Dorm)	\$! Hazledine Matthew 10551			\$! Boliger Annique 4908	\$! tritten joanna 10883			\$! Razanagato Arinaana 10883
112 11 (12 Bed Dorm)	\$! Eksten Eli 4010		\$! Mehalla Sebastien 10801	\$! Boliger Annique 4908				
112 12 (12 Bed Dorm)	\$! Fishman Michelle 8028		\$! Nissay ilan 10765					\$! Williams Steven 10906
201 01 (2 SGL+BNK I ONL)	\$! schrekmaier philip 3198	\$! Nissay ilan 10042						
201 02 (2 SGL+BNK I ONL)	\$! schrekmaier philip 3198	\$! Nissay ilan 10042						
201 03 (2 SGL+BNK I ONL)	\$! schrekmaier philip 3198	\$! Nissay ilan 10042						
201 04 (2 SGL+BNK I ONL)	\$! schrekmaier philip 3198	\$! Nissay ilan 10042						
202 01 (2 SGL+BNK I ONL)	\$! Rita Montorsi 5950			\$! Oliver Mestre 10788	\$! RABALLAND Romain 8854	\$! Heyeck Montiz 10058		
202 02 (2 SGL+BNK I ONL)	\$! Rita Montorsi 5950			\$! Oliver Mestre 10788	\$! RABALLAND Romain 8854	\$! Heyeck Montiz 10058		
202 03 (2 SGL+BNK I ONL)	\$! Rita Montorsi 5950			\$! Oliver Mestre 10788	\$! RABALLAND Romain 8854	\$! Heyeck Montiz 10058		
202 04 (2 SGL+BNK I ONL)	\$! Rita Montorsi 5950			\$! Oliver Mestre 10788	\$! RABALLAND Romain 8854	\$! Heyeck Montiz 10058		
203 01 (TWIN+SPARE Sh/T)	\$! Lethbridge Josephine 10350		\$! van Roomalen Rebecca 10540		\$! Brian Darran 10871			\$! Simler Damien 10903
203 02 (TWIN+SPARE Sh/T)	\$! Lethbridge Josephine 10350		\$! van Roomalen Rebecca 10540		\$! Brian Darran 10871			\$! Simler Damien 10903
203 03 (TWIN+SPARE Sh/T)	\$! Lethbridge Josephine 10350		\$! van Roomalen Rebecca 10540		\$! Brian Darran 10871			\$! Simler Damien 10903
204 01 (10 Bed Room)	\$! Lundquist Axel 10442	\$X Perez Marcos 9664	\$! Ilian Louitvchov 10751		\$! atherton lee 9759			\$! da Silva Jonatas 9299
204 02 (10 Bed Room)	\$! Filho Carlos 10613	\$X Perez Marcos 9664	\$! Guglielmi Fabrizio 10767	\$! Pampolina Jennifer 10763	\$! atherton lee 9759			\$! da Silva Jonatas 9299
204 03 (10 Bed Room)	\$! Barnes Henry 10451		\$! Borstcher Yannick 9077			\$! Wang Adele 10618		\$! da Silva Jonatas 9299
204 04 (10 Bed Room)	\$! Barnes Henry 10451		\$! Borstcher Yannick 9077			\$! Wang Adele 10618		\$! da Silva Jonatas 9299
204 05 (10 Bed Room)	\$! Paiano Marco 10044		\$! Borstcher Yannick 9077			\$! Hernandez Victoria 10884		\$! da Silva Jonatas 9323
204 06 (10 Bed Room)	\$! Paiano Marco 10044		\$! Borstcher Yannick 9077			\$! Hernandez Victoria 10884		\$! da Silva Jonatas 9323
204 07 (10 Bed Room)	\$! Cullen Patrick 10488	\$X Perez Marcos 9664	\$! Filipe Gomez 10749		\$! atherton lee 9759			
204 08 (10 Bed Room)	\$! Cullen Patrick 10488	\$X Ribeiro Da Silva Renate ...	\$! Borstcher Yannick 9077			\$! silveira ana 10921		
204 09 (10 Bed Room)	\$! Petermann Matthias 9789			\$! Pampolina Jennifer 10763	\$! atherton lee 9759			\$! Spry Philip 10585
204 10 (10 Bed Room)	\$! Petermann Matthias 9789			\$! Mayer Doreen 10900	\$! silveira ana 10921			
205 01 (TWIN+SPARE Sh/T)	\$! Zomer Anna 5592	\$! Borkmeier Steffen 8512		\$! Loose Jan-Thorben 10858	\$! Mayer Doreen 10900	\$! silveira ana 10921	\$! Smith Jeff 6907	\$! Nicholas Ruth 10943
205 02 (TWIN+SPARE Sh/T)	\$! Zomer Anna 5592	\$! Borkmeier Steffen 8512		\$! Loose Jan-Thorben 10858	\$! Mayer Doreen 10900	\$! silveira ana 10921	\$! Smith Jeff 6907	\$! Nicholas Ruth 10943

ResNo 10519: DormOnline:

Passwords for Dorm Book

Once you have downloaded and setup Dorm Book you can then view Dorm Book but you can not edit it or open bookings unless you have a User Name and Password. To get these you have to know your login details for your Backoffice to setup Dorm Book login details under HOSTEL, Dorm Book Users. Please Remember that whoever can see the Credit Card details will be logged out after 15 minutes regardless if you have the setting as in the image below set to Never.

logout automatically	never (only manually logout)
Change View (Calendar)	manager
show reservations/guests	staff
save reservations/guests	staff
show credit card details	manager
manually set the time for payments	manager
save views (F-keys)	manager
create reports (in DormBook)	manager

- password length 8 characters
- password contains at least one upper-case, one lower-case character and one digit.
- password change required at least ever 90 days (and you do get a warning 10 days before)
- the new password is not allowed to be the same as any of the last 10 passwords.
- user account is blocked after 6 unsuccessful tries to log in.
- if the manager (online administration) restores a user's password: an automatically generated password is set and the user needs to change it at first log-in.

Super Security

For hostels that want Super Security beyond what anything you have seen before then contact us to set this up. There are extra costs but the result is that we will include a security system where a person can not access your Dorm Book or Backoffice even if they have the correct login details if they are not allowed by the person that contracts with us to do so. It is fully automated, still allows authorised persons to login from anywhere worldwide without delay. This is a highly unique and innovative solution that will keep your data Super Secure.

How to enter a booking in to Dorm Book

http://www.youtube.com/watch?v=gOu0kgwB8Eg&feature=mfu_in_order&list=UL

Use the mouse and Right Click on the bed/s in the room for the date/s you want to enter a booking. You will see New Reservation. For Apple Mac you use the 'Control' Key as you click.



In this case 1542 represents a new booking number. Picture below shows the start of a booking that can be further edited by again right clicking the mouse on any booking to bring up Edit reservation.



Edit Reservation

Cancel Receipt No Output Close Ok

No: 1281 Date of reservation: 2009-08-18 23:14:30 Agent: bc Arrival: 2009-10-08 Duration: 1 Departure: 2009-10-09

Guest: milligan, william, England - England State: Normal Important *
 Remark: bc: 117801472 Triple R: Non-Smoking D: Including breakfast Booking channel: Internet Reminder

Person: 4 / 3

Bed	G	A	room category	Price	Guest
02 A	X	A	4 Bed Room	10.00	milligan, william, Englan...
02 B	X	A	4 Bed Room	10.00	milligan, william, Englan...
02 C	X	A	4 Bed Room	10.00	milligan, william, Englan...
02 D	E		4 Bed Room	0.00	milligan, william, Englan...

Walking Tour 0 0.00 0.00
 Breakfast 0 0.00 0.00

Preise

Price	Net	Additional	Total
24.00	125%	30.00	0.00
			30.00

Payments: Paid 0.00 Due 30.00

Payment type: Cash Paid

Above is an example of the Edit Reservation screen

The example below clearly shows that the whole 4 bed room is booked up by three people for the price of 10 per person. Bed 'D' is marked with 'E' that represents the bed as Empty.

Bed	G	A	room category	Price	Guest
02 A	X	A	4 Bed Room	10.00	milligan, william, Englan...
02 B	X	A	4 Bed Room	10.00	milligan, william, Englan...
02 C	X	A	4 Bed Room	10.00	milligan, william, Englan...
02 D	E		4 Bed Room	0.00	milligan, william, Englan...

How to enter a weekly and long term booking

<http://www.youtube.com/watch?v=XalMr3oZ5sA>

Under Prices for your rooms and beds you need to setup Daily prices and Weekly prices.

How to setup Weekend/Seasonal prices and Week Rate prices

http://www.youtube.com/watch?v=FKbTONw_UAw

http://www.youtube.com/watch?v=XalMr3oZ5sA&feature=mfu_channel&list=UL

Age categories

Description	Shortcut
Daily	Day
Weekly	Wk

Save

Add Entry

Calendar
special days

prices
Age categories
Payment types

Rooms
Room categories

Editing existing bookings

http://www.youtube.com/watch?v=W-iRPHaFC5M&feature=mfu_in_order&list=UL

Name

Last name milligan	Frist name william	Passport #
Living England	Nationality England	
Gender X mixed	Age group Adult	
		Set
		Edit
		Lookup

The first name in the Bed List of a booking is the Name that will show in Dorm Book. To change the other names in a booking you use the section shown above that is part of the Edit Reservation window. Simply highlight the name of a bed and type in the the details then click Set. This is most relevant for when you want to print invoices or print an occupancy list to send to authorities each day as required by law.

Gender

You can change the 'G' or gender category of any booking by again right clicking the mouse within each name in the booking.

Bed	G	A	room category	Price	Guest
02 B	X	A	4 Bed Room	10.00	milligan, william, En
02 C	X	A	4 Bed Room	10.00	milligan, william, En
02 D	X	A	4 Bed Room	10.00	milligan, william, En
02 E	X	A	4 Bed Room	10.00	milligan, william, En

Walking Tour 0 0.00 0.00

Breakfast 0 0.00 0.00

milligan willia

Feminin
Male
Mixed
Empty

p Price
P All prices
Recalculate prices

+ Add bed
- Remove bed

edit bedlist
delete beds

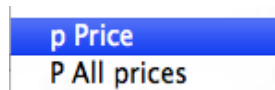
Feminin
Male
Mixed
Empty

The top four bed occupancy definitions have keyboard shortcuts to save the experienced receptionist from having to use the mouse = F (Female), M (Male), X (Mixed), and E (Empty).

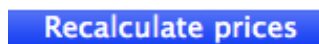
The importance of defining the bed occupancy relates to how your hostel wants to have reports with this information and to how you initially set up the room type in your BackOffice.

A room that is defined as either All Male or All Female will be locked in to that room type as soon as one of the beds is defined Male or Female. For this reason most hostels define their rooms as Mixed so as to not discourage bookings. You can hedge your bets by selecting a room to be 'Female or Mixed' and this means the room will initially be a Female room and will only change to a Mixed room when any non female reservation is entered by staff at reception in to that room, valid for the duration of the non female reservation. A great feature for a second female room.

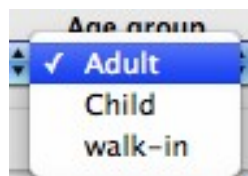
Price



- p Price changes the price just for one bed
- P All prices changes the price for all beds

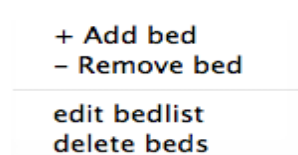


When you adjust the amount of occupied beds in a room you can choose to Recalculate Prices to get the correct price in case not all beds will be occupied in a Private Room, eg, if you have a Four Bed Room and you are booking in just 3 people for the whole room as a Private Room then when you Recalculate Prices you will load the correct prices for a Private Triple Room. This only works if you have set up the prices in the BackOffice equivalent to the occupancy.

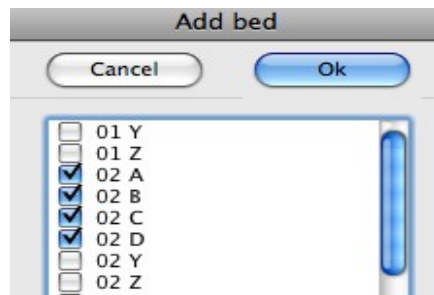


When you have prices set in the BackOffice for separate Age Group categories then you can select them and Recalculate prices, eg, higher prices for walk-ins and lower prices for Child.

Bedlist



Using the functions above you can add or remove beds for one booking in the same or multiple rooms.



Only by using one of the above four editing functions can a receptionist see Additional Beds marked as Y and Z in this example. Additional Beds are setup in the BackOffice to allow the Receptionist to move mobile beds in to a room at the request of the guest. It could be a baby cot, mattress or fold-out bed etc.

Date

In the Edit Reservation window you change dates using this section shown above.

State

'State' and other sections here are used to the extent that you would like this information for Reports.

'Temporary' is used in conjunction with the Reminder to set a date that further processing of the booking must be done.

'Fixed' is used to prevent the booking from being moved to another room. Often used when a regular guest requests a specific room.

'No Show' Reduces the booking to one day, retains all the credit card and other information and takes away breakfast if the hostel automatically allocates breakfast to all guests.

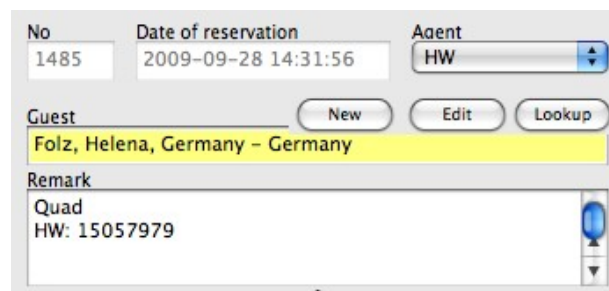
'Important' Is used to inform the Receptionist that special treatment is required for this guest.

Booking Channel



'Booking Channel' selected mostly for your Reports.

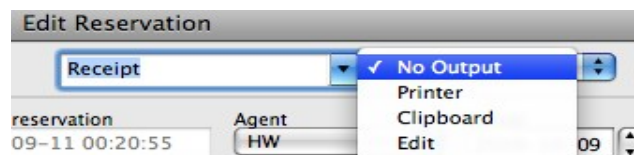
Notes

A screenshot of the 'Edit Reservation' screen. It features several input fields: 'No' with the value '1485', 'Date of reservation' with '2009-09-28 14:31:56', and 'Agent' with 'HW'. Below these are buttons for 'New', 'Edit', and 'Lookup'. The 'Guest' field is highlighted in yellow and contains the text 'Folz, Helena, Germany - Germany'. The 'Remark' section contains the text 'Quad' and 'HW: 15057979'.

Remark Section of the Edit Reservation Screen is where all staff need to enter information to maintain the continuity of information about a booking. You will also see that the agent reservation number is automatically entered.

Anything written in the Remark section can be searched in Dorm Book. Eg to search 'Dog' you enter the word Dog in the top of Dorm Book next to the binoculars, you then hold the shift key as you click on the binoculars.

Receipts



Receipts can be printed immediately or you can do some last minute editing of the invoice for the guest before you print it. You would save to the Clipboard to paste in another document. You have the ability to edit the receipt text and structure and we can change the receipt size for you if you have a small printer.

Drag and Drop



Drag and Drop of bookings to change the room they are in can be done with the mouse in Dorm Book by activating the arrows above by simply clicking on it. When you move bookings using this method the price does not change and it can only be for the same dates.

Moving Large Bookings

When you have a long term booking you will not be able to drag and drop it to another room because the history of the booking will prevent that. So you must first split off the history of the booking so you can move the current and future dates of the booking. Watch this video to see how to **Split a Booking**

http://www.youtube.com/watch?v=1OX8GBDDVU0&feature=mfu_in_order&list=UL

Joining bookings

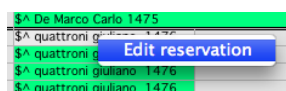
<http://www.youtube.com/watch?v=C3ssybu3Ca8>

Res No.	P	Arrival	N	Price	Due
1476	2	20090926	1	23.00	0.00
1477	1	20090927	1	19.00	0.00

				42.00	0.00
--	--	--	--	-------	------

Payment type
Cash

You can join bookings so that payments are not missed, rooms may not have to be changed, and the correct keys are issued for the correct duration.



To join/combine a booking you need to open Edit Reservation by clicking the RIGHT MOUSE button when the pointer is on the name of a booking.

Within the Edit Reservation pop-up window you will see this



Found next to

Cancel

No. 1476 Date of 2009--

Then you can type in a Dorm Book reservation number and click Add Reservation.

Conflict Bookings

<http://www.youtube.com/watch?v=vxyQFjD8o5o>

When one or more people are booking the last same room or bed at the same time then you will get an email from our software with the subject title 'Conflict'. You must act on this email ASAP to avoid double bookings.

Within the email you will see the Reservation Number. Type that number at the top of Dorm Book next to the Binoculars and then click on the Binoculars. Then open the reservation so you see the screen below:

Within the Remarks window you need to read what the guest tried to book. Then click on the Add Beds button to allocate the next best beds to the guest. Of course you should not charge them more than they expect to pay but if you upgrade their room type you should add notes for staff to tell them that they have been upgraded free of charge so they feel good about your hostel and give you a better rating.

Best to create an email rule based on the word subject **Conflict** to ensure these emails are dealt with priority. These emails are sent from portal@dormproject.ch

Below is an example of a Conflict message sent out by HostelWorld. All booking vehicles suffer the occasional conflict. As described above, our software sends you an alert when there is a conflict so you can manually intervene to rectify the problem.

Hello Albin

We just received a booking for you from Hostelworld.com, but unfortunately due to a technical error we cannot accept your booking as the beds you booked are not available. I am sorry for any inconvenience this has caused you.

Kind Regards

Matt

If Dorm Book Changes Colour by itself

When you have bookings that do not get automatically entered in to Dorm Book it is because there is a Conflict which means something has blocked the processing of the booking. You will receive an immediate email notifying you that a booking has a Conflict. But as most hostels do not read these notifications it will be the change in colour to orange at the top of Dorm Book that will make you aware you need to manually process the Conflict booking to avoid being over booked. See example below. You will also see the appearance of the Resolve Konflikt button.

2011	22.3. Tu 192/18	23.3. We 193/17	24.3. Th 193/17	25.3. Fr 194/17
03 A (Double with Single Bed)	\$^ KD Wong Shirley 1277	\$! KD Agate Kass 1274	KIM Hee Ju 1335	Coleman Barry 1398
03 B (Double with Single Bed)	\$^ KD Wong Shirley 1277	\$! KD Agate Kass 1274	KIM Hee Ju 1335	Coleman Barry 1398
03 C (Double with Single Bed)				
04 A (Double with Single Bed)	! isabelle martiat 662			
04 B (Double with Single Bed)	! isabelle martiat 662			
04 C (Double with Single Bed)				
05 1 (Six Bed Room)	! Travers Derek 604			
05 2 (Six Bed Room)	\$^ nishi satomi 1190 \$! Ferfers Sebastian 1275			
05 3 (Six Bed Room)	\$! McCulloch Aaron 1327			
05 4 (Six Bed Room)	\$! KD Wilson Elvis 1271			
05 5 (Six Bed Room)	\$! Walker Charles 996			

To avoid being over booked you need to click on the Resolve Konflikt button. Then click on the Reservation Number as in the example below. Then read the text within the booking to know what bed/s to give the booking and then click on the Add Beds button to assign beds to the booking.

Payments

<input type="checkbox"/> Walking Tour	0	0.00	0.00
<input type="checkbox"/> Breakfast	0	0.00	0.00

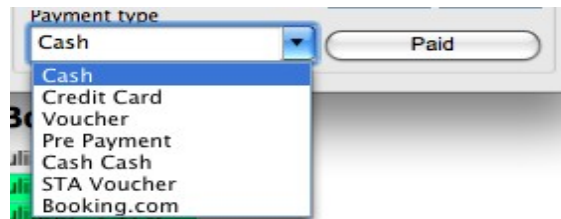
Preise				
Price		Net	Additional	Total
64.00	79%	50.40	0.00	50.40
Payments			Paid	Due
			0.00	50.40
Payment type				
Cash			Paid	

The example above is a booking from Hostelworld and shows the price would be 64 if the guest booked today by walk-in. 79% represents the 10% taken by the agent as commission for the

booking and a further 11% is representative of the fact that prices have increased since the guest made their booking. This is helpful when considering discounts and refunds.

'Net' is the amount the Hostel collects from the guest.

If you click on Payments you can enter notes for different payments like Key Deposits as well as when a group of people pay individually using Cash and Credit Card etc.



If payment is in one transaction then you only need to select the Payment Type and click on Paid. You can create as many payment types as you want in the Backoffice.

Additional services

'Services' are set up in the Backoffice that can include whatever you want like Walking Tour, Breakfast, Key Deposit. You can add a price or not have a price; they can be bookable within your booking engine on your website or not. Something like breakfast you can select to automatically be activated per person per day, or not.

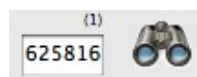
When you have a price for Services they will show under Additional in the Preise section as in above.

Search

http://www.youtube.com/watch?v=RzpexxQeo-k&feature=mfu_in_order&list=UL



The Find Reservation option is self explanatory. But a quicker way to find a reservation would be to search for the agent booking number or any distinctive word written in the notes area you do enter



the information

as above then hold down the SHIFT key as you click on the binoculars with the mouse key.

Or to make sure when you search for a booking that you search for all possible variants of the name then please use % before the name. For example - % Bornhausen

Credit Card Details

Our system does automatically check if there are any credit-card information stored which should be deleted. So once a day this card-information is deleted, when:

- the guest is assigned to a bed, 10 days after departure
- the guest is assigned as main guest of any reservation 10 days after departure
- the guests has no connection to any reservation

A Closer Look at a Booking within Dorm Book

\$^ quattroni giuliano 1476
 \$^ quattroni giuliano 1476
 \$^ quattroni giuliano 1476
 \$^ quattroni giuliano 1476

The picture above represents a booking within Dorm Book and includes the following information:
 The number is the Dorm Book reservation number that is included on Receipts to guests.

1476

\$^

The \$ symbol represents that the guest has made a payment. The ^ symbol represents that the guest has Checked Out.

The name of the guest is shown so you can match them to other bookings they may have made and add them together.

Representation color

Add Reservation					
Res No.	P	Arrival	N	Price	Due
1476	2	20090926	1	23.00	0.00
1477	1	20090927	1	19.00	0.00
				42.00	0.00

Payment type
 Cash ▼ Paid

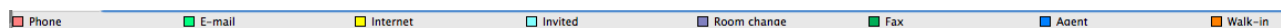
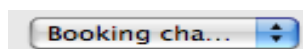
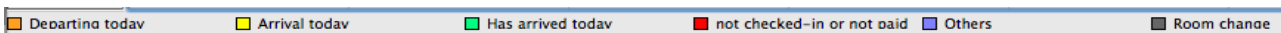
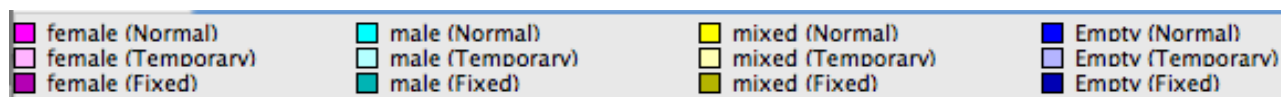
The Colour of the Booking lets you know various things about the booking depending on what option you select in the Drop Down menu at the Top Right of Dorm Book

Gender
 Arrival
 Booking channel
 ✓ Agent

You will be able to see what each colour represents no matter what view you select from the menu.
 The legend at the bottom of Dorm Book changes for each option selected in the drop down menu.

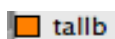
DormBook DormOnline HW HB
 talb

Gender ▼



Also underneath these legends you will see text details of bookings you scroll over.

You can add hostels in other cities or tourist information offices as agents so that they have their own booking engine supplied by you. Then when you view your reports you can see how many bookings they sent you. In the above example 'tallb' is an agent created by the hostel.



Create Views in Dorm Book

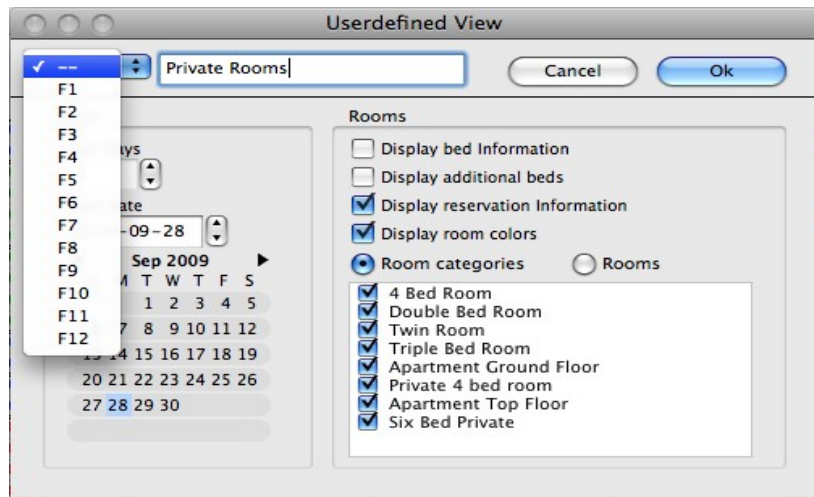


F1 is the first view seen when Dorm Book is opened. So best to keep F1 as the view to see All Rooms.

Screen Layout

http://www.youtube.com/watch?v=Ug75Y_mpSuA&feature=mfu_in_order&list=UL

The Screen Layout of Dorm Book can be changed to whatever you want and multiple concurrent views can be stored under the F keys of your keyboard.



Simply use all the fields in the window above to create the view you want to assign to an F key. When all the F keys have assigned views then managers and staff will be able to more quickly respond to phone calls about availability, see booking trends in the coming months, and notice opportunities to optimise bookings.

Remember if you add a new room type you will not see it in Dorm Book until you add it in Views. F1 is always the starting view when you open Dorm Book so best to have all rooms under F1 so as not to confuse your staff.

Staff Reports

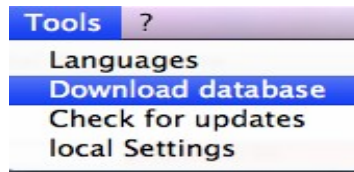


Reports for staff can be obtained in Dorm Book via the option above. More extensive and detailed reports can be found in the Managers Backoffice.

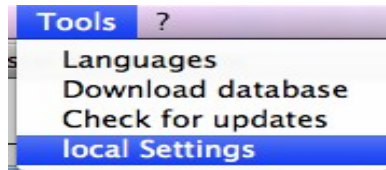


For staff to generate reports for their shift before handing over to the next Receptionist they use the window above and sign off on the transactions after the report is compared to cash and credit card receipts.

Settings



Download database when you are informed that there is a new database to download, when the current day in Dorm Book is not showing the correct date, or when the legend is not showing all the agents.



Local Settings are used to link the software on the computer to a Printer via the window below.



Dorm Online Booking Engine for your website/s

part 1 for the website:

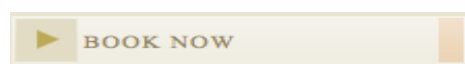
```
=====
<link href="https://secure.dormproject.ch/online/book.css" rel="stylesheet" type="text/css">
<script language="JavaScript" type="text/JavaScript"
src="https://secure.dormproject.ch/online/book.php?
hostel=beach&maxnights=14&maxadult=12"></script>
```

part 2 for the css file (or integrated into the html):

```
=====
<style type="text/css"><!--#book p {padding: 0px 0px 4px 8px;margin:0;}#dormonline
{background-color:#F8FF00;color:#FF2222;font-family:Arial,Helvetica,sans-serif;font-
size:11px;padding:0;width:192px;}#dormonline p {margin:1px;}#dormonline label
{display:block;float:left;padding-top:3px;width:48px;}#dormonline input {background-
color:#EAF000;border: 1px #FF2222 solid;color:#FF2222;font-size:12px;margin: 5px 10px 0
0;padding:0 5px;}#dormonline a {color:#FF2222;}#dormonline a:hover
{backgroundcolor:#EAF000;color:#FF2222;}#dormonline select {font-
size:11px;}#dormonlineinputday {width:50px;}#dormonline .inputmonth
{width:90px;}#dormonline .modify {margin-left:30px;}--></style>
```



guests can enter dates via two window options integrated in to your website as above



or via a link: <https://secure.dormproject.ch/online/beach>

You can have more than one hostel availability showing on one booking engine so that by entering one date the availability at all hostels is shown. Use this code <https://secure.dormproject.ch/online/banner.php?var=3&lang=en&search=1&target=new&hostel=barons,beach>

Date of Arrival nights: beds: [find availability](#)



Funky Hostel Riga
25 Krisjana Barona Street, 1011 Riga

[book now](#)

Funky Hostel in Riga Latvia. Australian Owned for the benefit of the foreign traveller. Bed linen included, taxes included in the price you see, free wifi and internet computer, free basic breakfast etc

from LVL 5.00 (€ 7.14)

Su Mo Tu We Th Fr Sa
9 10 11 12 13 14 15



Beach Hostel
25/1 Republikas iela, Liepaja

[book now](#)

Come to our Australian owned Oasis off of the common tourist track. Liepaja is the most fun city in the Baltics. Entertainment every night all year, the hostel is located between the beach and the entertainment locations, just a few hundred meters from the beach.

Su Mo Tu We Th Fr Sa
9 10 11 12 13 14 15

Select 3 days minimum to see apartments.		Online reservation system	
All bookings get free basic breakfast.		SSL Protected	
3 easy steps to your confirmed online reservation with us at our Riga Hostel. To modify an existing reservation click here			
1. Date request	2. Choose a room	3. Personal data	... and it's confirmed!
Date of Arrival: <input type="text" value="6"/> <input type="text" value="October"/> <input type="text" value="2009"/> # of nights: <input type="text" value="1"/> # of persons: <input type="text" value="1"/> <input type="button" value="Check rooms"/>			
We can accept a maximum of 20 persons for a minimum of 2 nights. For reservation of 7 people or more then please contact us by e-mail. quest@hostel.lv			
Booking Conditions: No Show: In case of a "no show" we'll charge the first night's rate on your card. Cancellation policy: Cancellations and modifications are allowed up to 48 hours prior to arrival. You can do this anytime online.			
Accepted Credit Cards:			

The second stage of the booking engine:

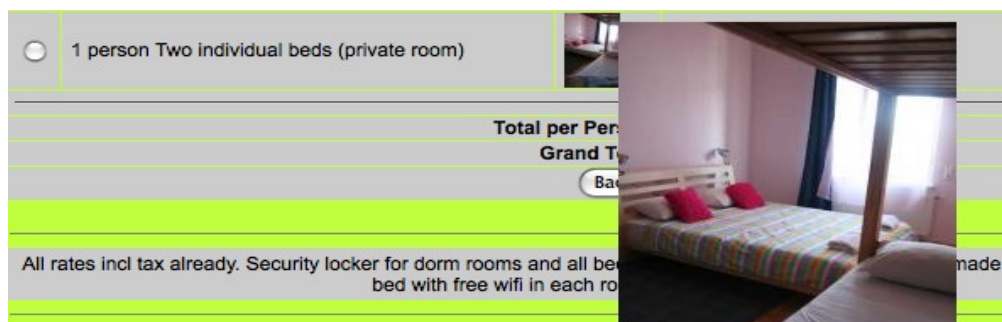
Select 3 days minimum to see apartments.		Online reservation system	
All bookings get free basic breakfast.		SSL Protected	
3 easy steps to your confirmed online reservation with us at our Riga Hostel.			
1. Date request Check in : 6. Nov 2009 Check out : 7. Nov 2009	2. Choose a room	3. Personal data	... and it's confirmed!
Dormitory (shared rooms) <input checked="" type="radio"/> 1 bed in (mixed room)		Price per person, per night LVL 9.00 (€ 12.86)	
Private rooms <input type="radio"/> 1 person in private room with one Double Bed (private room)		Price per person, per night LVL 25.00 (€ 35.71)	
<input type="radio"/> 1 person Two individual beds (private room)		LVL 25.00 (€ 35.71)	
Total per Person		LVL 9.00 (€ 12.86)	
Grand Total		LVL 9.00 (€ 12.86)	
<input type="button" value="Back"/>		<input type="button" value="Continue"/>	
All rates incl tax already. Security locker for dorm rooms and all beds in all rooms have a towel, a ready made bed with free wifi in each room.			

All text can be edited by you. Rooms can be sold under multiple types. eg.

A room with three beds is offered as:

a single when someone seeks a single room, or
it is offered as a twin when a guest seeks to book a Twin Room, or
as a Triple when three people seek to book a Private room.

Of course you price a single bed Private at a high price so you gain the income for the room you require. You save from reduced laundry costs and by gaining bookings you would not normally achieve.



When a guest scrolls over a picture it enlarges automatically and this assists you gain a higher percentage of bookings from people considering to book at your hostel.

See a short film about tours and other options within your booking engine

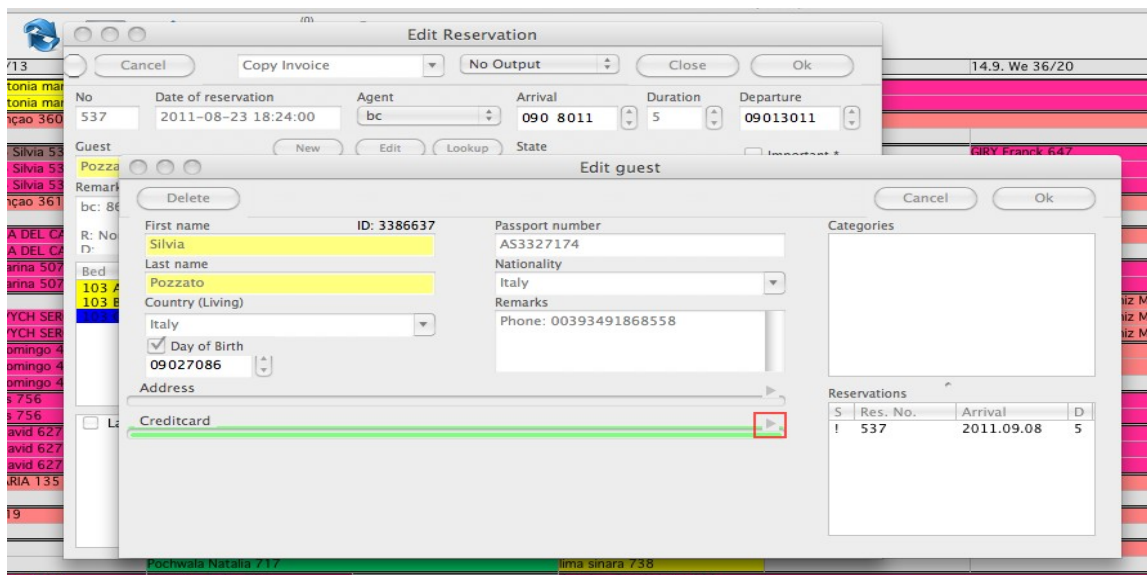
<http://www.youtube.com/watch?v=ggZt7T4hgOo>

Credit Cards issues:

All Credit Cards are checked by our software to ensure they are valid at least until the last day of the guests stay at your hostel. The credit card details for Dorm Online bookings are stored in the Dorm Book section within the guest reservation so that those persons with Manager permissions can see it. Booking.com credit card info is also stored as above but the expiry date is contained in the email sent to you informing you of the booking. Other agent – HW, HB, HC credit card information can not be seen in Dorm Book and is viewable in the backoffice of the applicable agent.

Credit card info for [Booking.com](https://www.booking.com) bookings is deleted from the booking within 24hrs from the checkout date. The data is deleted from Dorm Online bookings within 14 days from the checkout date.

This info is found in the Edit screen of the Edit Reservation Screen as shown in the image below:



No Room Limit

Needs to be requested by the hostel to have No Room Limit enabled.

If a hostel has Three x 6 Bed Rooms that are all empty then under the standard integration with an agent like HostelBookers it is 6 beds and not 18 beds that will be bookable in a 6 bed room.

With, No Room Limit enable all 18 beds are bookable but you will receive a Conflict email message when 7 or more beds are booked because any booking that can not be fit in to the one room generates a Conflict email message. Then the Hostel needs to read the Conflict message ASAP and open the booking in Dorm Book to Add Beds that have not already been reserved in Dorm Book.

Guest Room changes are more probable with the No Room Limit option.

Flex Booking

Displays a grid of all available rooms and beds based on the availability for each individual night for the total amount of nights submitted in the search. First checks availability for the first night then checks avail for the next night etc. These results are displayed as in the example below.

Therefore the booking system can not guarantee that the chosen room types can be reserved without a room change. But guests are informed of this before they choose the Flex Booking option. See www.eastseven.de as an example where you will see a guest can use the standard booking engine or the Flex Booking booking engine. For hostels that want to fill every single bed and room it is a way to achieve this. But 100% occupancy is not necessary if the standard booking engine can gain you more income with 80% occupancy and results in higher guest ratings to maintain a constant high occupancy over the long term. Costs 500 euros extra as it is the only already coded extra option that costs money to put it in to use.

B. FLEXBOOKING

Here we give you the opportunity to book different room categories (also with a changing no. of people) for your stay. You might have to do room changes. It's possible that beds within the same room category are in different rooms.

Total price rooms/beds:

Dorm beds (single beds in a dormitory, shared with other people)

Beds in Dorm Rooms	Tu, 24	We, 25	Th, 26	Fr, 27	Sa, 28
beds in a 4-bed dorm (Mixed room) Beds from CHF 48.00 (€ 28.24 / USD 48.00) beds 8+	<input type="text" value="8+"/>	<input type="text" value="8+"/>	<input type="text" value="8+"/>	<input type="text" value="0"/>	<input type="text" value="8+"/>
beds (Mixed room) Beds from CHF 45.00 (€ 26.47 / USD 45.00) beds 8+	<input type="text" value="8+"/>	<input type="text" value="8+"/>	<input type="text" value="8+"/>	<input type="text" value="0"/>	<input type="text" value="8+"/>
beds (Males only) Beds from CHF 45.00 (€ 26.47 / USD 45.00) beds 8+	<input type="text" value="8+"/>	<input type="text" value="8+"/>	<input type="text" value="8+"/>	<input type="text" value="0"/>	<input type="text" value="8+"/>
beds in a 4-bed dorm (Males only) Beds from CHF 48.00 (€ 28.24 / USD 48.00) beds 4	<input type="text" value="4"/>	<input type="text" value="4"/>	<input type="text" value="4"/>	<input type="text" value="0"/>	<input type="text" value="4"/>
beds (Females only) Beds from CHF 45.00 (€ 26.47 / USD 45.00) beds 8+	<input type="text" value="8+"/>	<input type="text" value="8+"/>	<input type="text" value="8+"/>	<input type="text" value="0"/>	<input type="text" value="8+"/>
beds in a 4-bed dorm (Females only) Beds from CHF 48.00 (€ 28.24 / USD 48.00) beds 4	<input type="text" value="4"/>	<input type="text" value="4"/>	<input type="text" value="4"/>	<input type="text" value="0"/>	<input type="text" value="4"/>

Privat rooms (the complete room will be booked)

Privat rooms	Tu, 24	We, 25	Th, 26	Fr, 27	Sa, 28
1 person Rooms from CHF 65.00 (€ 38.24 / USD 65.00) Rooms 2	<input type="text" value="2"/>	<input type="text" value="2"/>	<input type="text" value="2"/>	<input type="text" value="0"/>	<input type="text" value="2"/>
2 persons Rooms from CHF 110.00 (€ 64.71 / USD 110.00) Rooms 2	<input type="text" value="2"/>	<input type="text" value="2"/>	<input type="text" value="2"/>	<input type="text" value="0"/>	<input type="text" value="2"/>

Dorm Project Managers Back Office

Videos for the backoffice are accessible only by paying users of our software and are accessible only via the backoffice.

login at <https://secure.dormproject.ch/>

DormProject - HostelOffice Build: 1046

hostelloffice@dp_10 / testy [45]

HOME REPORTS DATA AGENTS HOSTEL ONLINE TOOLS LOGOUT

Home Documentation De - En

Training video
Rooms and Prices
Interfaces

Welcome to the administration system of DormProject

What is new?

In the Home Page you will see links to Training Videos only viewable in this area and not available online.

Manager Reports

DormProject - HostelOffice Build: 1046

hosteloffice@dp_10 / testy [45]

HOME REPORTS DATA AGENTS HOSTEL ONLINE TOOLS LOGOUT

Reports Documentation De - En

Automatic reports delivery BFS (CH)

Language English

Report type

Arrivals

Revenue agents Invoice agent (commision) Invoice agent (net) Guestlist Bed list Payments Payments (agent column) Occupation per day Occupation per day (room) Occupation per month Occupation per month (prior year) Occupation room category group Nationality Living Country Statistics CH Statistics CH per Day (Arrival) Statistics CH per Day (Nights) Statistics room categorie Services

previous month this month yesterday today

CSV

Revenue booking channels Canceled Reservations Services (all)

There are over 20 standard reports that are very good and include the possibility to see time ahead as well as what has occurred in the past. You can request a specific report to be developed for your hostel.

This report below will enable you to know where you can gain more income for your hostel for the least amount of effort.

Revenue agents 1. December 2010 till 31. December 2010

Agent	Reservations	Guests	Nights	Amount
DormBook	289	654	1342	62271.76
DormOnline (direct)	226	570	1494	60659.60
Group Booking	25	304	757	34759.68
Hostelbookers (Interface)	30	70	178	5487.32
HostelsClub.c om (Interface)	3	4	10	256.50
Hostelworld (Interface)	104	218	541	17814.95
	677	1820	4322	181249.81
Total	677	1820	4322	181249.81

You can see in the above report that the hostel in December has saved losing \$9,600 in agent commissions by gaining 226 direct Dorm Online Bookings and their internal Group Booking department contributed 25 bookings rather than the majority of bookings being delivered by agents.

This hostel could have gained more agent bookings but they used our software to restrict agent sales so they could sell direct.

The report below shows daily Occupancy Levels, Average Price Per Day, Amount of Bed Nights per day, Total Income for the day.

Occupation per day 1. December 2010 till 10. December 2010

Date	Ad	MAT	Bed	Nights	Level	Price	volume
01.12.10	124	0	0	0	124	48.4 %	4530.03
02.12.10	136	0	0	0	136	53.1 %	4972.88
03.12.10	228	0	0	0	228	89.1 %	8159.86
04.12.10	232	0	0	0	232	90.6 %	8099.07
05.12.10	133	0	0	0	133	52.0 %	4906.29
06.12.10	94	0	0	0	94	36.7 %	3590.57
07.12.10	93	0	0	0	93	36.3 %	3417.08
08.12.10	92	0	0	0	92	35.9 %	3468.94
09.12.10	92	0	0	0	92	35.9 %	3380.36
10.12.10	186	0	0	0	186	72.7 %	6853.03
	1410	0	0	0	1410		51378.11
	141.0	0.0	0.0	0.0	141.0	55.1 %	5137.81
Total	1410	0	0	0	1410		51378.11
	141.0	0.0	0.0	0.0	141.0	55.1 %	5137.81

The settings below will generate a report that has 7 columns:

- 1: date
- 2: sum of the guest in a room out of the selected room categories ("empty" beds are not counted)
- 3: percentage of possible guests in a room out of the selected room categories (100% = every bed, but not the additional beds, is sold to a person)
- 4: sum of the guests in a room out of the NOT selected room categories ("empty" beds are not counted)
- 5: percentage of possible guests in a room out of the NOT selected room categories (100% = every bed, but not the additional beds, is sold to a person)
- 6: Total number of guests

7: percentage of possible guests. (100% = every bed, but not the additional beds, is sold to a person)

The screenshot shows a web interface for generating reports. It includes a 'Language' dropdown set to 'English', a 'Report type' dropdown set to 'Occupation room category group', and a list of room categories with checkboxes. The 'Start date' is '1.2.2011' and the 'End date' is '28.2.2011'. There are buttons for 'previous month' and 'this month'. At the bottom, there are buttons for 'Create PDF', 'Create EXCEL', and 'Create CSV'.

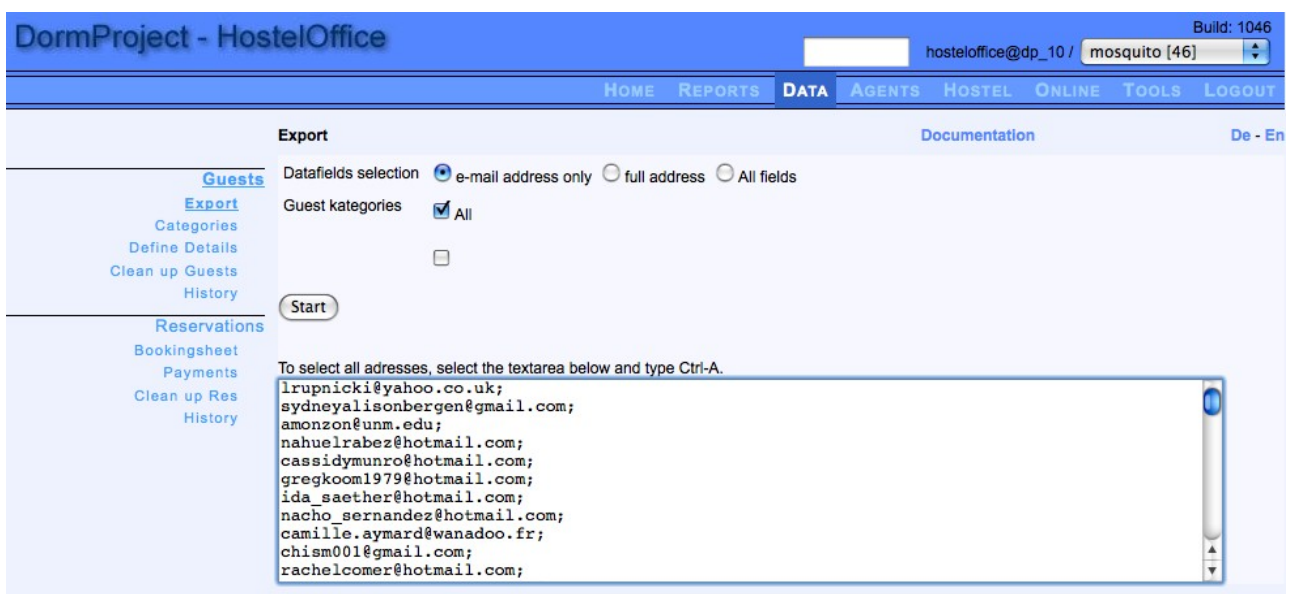
Room Category	Selected
Six Bed Mixed Dorm	Yes
Double Bed Room	Yes
Twin Room	Yes
Triple Bed Room	Yes
Four Bed Room	Yes
Two Bed Apartment Ensuite	No
Top Floor Apartment Ensuite	No
One Bed Private	Yes
Forest Retreat	No

User Accounts (Dorm Book Staff Login Accounts)

The more your staff use their own Logins then the easier it will be to know who exactly made the changes to any booking. The audit trail for every booking does show the exact time every change was made so if you know every staff members working time then you will also be able to identify who did what by looking at the audit trail under DATA, History.

User Logins also enable you to restrict new staff to limited features and functions. See here how to set them up. <http://www.youtube.com/watch?v=IaCPW0GfgYw>

Data export



Export of data like email addresses for mail outs.

Guest categories

Categories can be set up in the above area and will appear in the Edit Screen within Dorm Book shown below:

DormProject - HostelOffice Build: 1046
hosteloffice@dp_10 / barons [38]

HOME REPORTS **DATA** AGENTS HOSTEL ONLINE TOOLS LOGOUT

Categories
Documentation
De - En

Guests

Export

Categories

Define Details

Clean up Guests

History

Reservations

Bookingsheet

Payments

Clean up Res

History

... Values saved

Description		
Sports Group		
Study Group		
Sports Spectators		
Concert Group		

[Add Entry](#)

Edit guest

First name ID: 1971745

Ali

Last name

Choumane

Country (Living)

France

☐ Day of Birth

Address

Creditcard

Passport number

Nationality

France

Remarks

Phone: +33631054101

Categories

☐ Sports Group
☐ Study Group
☐ Sports Spectators
☐ Concert Group

Reservations

S	Res. No.	Arrival	D
N	1353	07.10.2009	2

Categories appear in the window above and assist you to keep track of the type of groups staying at your hostel. Reports will show you where you can increase targeted marketing efforts to gain more bookings from the groups good for business.

DormProject - HostelOffice

[HOME](#)
[REPORTS](#)
[DATA](#)

Guests

[Export](#)

[Categories](#)

[Define Details](#)

[Clean up Guests](#)

[History](#)

Reservations

[Bookingsheet](#)

[Payments](#)

[Clean up Res](#)

[History](#)

Define Details

Title German	<input type="text"/>
Title English	Regular Guest
Field 1 German	<input type="text"/>
Field 1 English	Favourite Room
Field 2 German	<input type="text"/>
Field 2 English	Discount
Field 3 German	<input type="text"/>
Field 3 English	Special Requirements
Field 4 German	<input type="text"/>
Field 4 English	<input type="text"/>
Field 5 German	<input type="text"/>
Field 5 English	<input type="text"/>
Field 6 German	<input type="text"/>
Field 6 English	<input type="text"/>

Then once the above is saved you will see the new Group Section appear in Dorm Book as below. Regular Guest and Banned Guest are the new Sections Created so that specific details can be recorded.

Edit guest

First name ID: 1860909

Last name

Country (Living)

☐ Day of Birth

Address ▶

Creditcard ▶

Regular Guest ▶

Banned Guest ▶

Passport number

Nationality

Remarks

Categories

- ☐ Sports Group
- ☐ Study Group
- ☐ Sports Spectators
- ☐ Concert Group

Reservations

S	Res. No.	Arrival	D
N	1405	11.10.2009	1
x	1406	10.10.2009	1
N	1616	09.10.2009	2
N	1478	26.09.2009	1
N	1429	24.09.2009	1
N	1434	19.09.2009	1
N	1270	02.09.2009	3

Data will show in the sections above when Look Up Guest is used to select the name of the guest

that has previously stayed at your hostel.

A form with several expandable sections indicated by arrows on the right. The sections are: Address, Creditcard, Regular Guest (which contains sub-sections for Favourite Room, Discount, and Special Requirements), and Banned Guest.

If the arrows are not closed within one booking then they will remain open for all guests in all bookings so that these details can be seen immediately.

The screenshot shows the 'DormProject - HostelOffice' interface. On the left is a sidebar menu with categories: Guests (containing Export, Categories, Define Details, Clean up Guests, and History), and Reservations (containing Bookingsheet, Payments, Clean up Res, and History). The main area is titled 'Clean up Guests' and displays the following statistics: Number of guests: 925, without eservation: 839, and with reservation: 86. Below these statistics are two buttons: 'Clean up' and 'View'.

This function cleans out rubbish data.

A confirmation dialog titled 'Clean up Guests' showing the results of the cleanup: 86 Entries deleted. The statistics are now: Number of guests: 839, without eservation: 839, and with reservation: 0. At the bottom are 'Clean up' and 'View' buttons.

History					
Guest number: 1860909					View
ID	Date	Action	Portal	Info	
5942959	10.05.2009 12:25:01	edited	DormBook	Name: Dean First name: blocked Country: ??? Birthday: 0 Nationality: ??? Email: id: 5942959	
10798217	08.10.2009 06:55:07	edited	DormBook	Name: Dean First name: blocked Country: ??? Birthday: 0 Nationality: ??? Email: id: 10798217	
10798223	08.10.2009 06:59:15	edited	DormBook	Name: Dean First name: blocked Country: ??? Birthday: 0 Nationality: ??? Email: id: 10798223	
10798225	08.10.2009 06:59:27	edited	DormBook	Name: Dean First name: blocked Country: ??? Birthday: 0 Nationality: ??? Email: id: 10798225	

Don't worry about the Guests History as the Reservation History is more detailed.

Agents, Edit Agents

HOME

REPORTS

DATA

AGENTS

HOSTEL

ONLINE

Edit agents

















Documentation

Edit agents

Contracts

Page: 1 per Page: 30 set

17 of 17 all A B C D E F G H I J K L M N O P Q R S T U V W X Y Z search

Organisation	City		
Andrew Wade			
booking.com (Interface)			
David Deighton			
Dee Ja'afar			
Dom			
DormOnline (direct)			
Gomio (direct)			
hihostels.com (direct)			
Hostelbookers (Interface)			
HostelsClub.com (Interface)			
Hostelworld (Interface)			
Interlaken Hostels and Adventures			
Michelle			
Peter Pan			
Rachel Wade			
Switzerland Travel Centre (Interface)			
Tribal Travel			

Here you can see the agents that are possible to synchronise with your hostel's Dorm Book. You can add an agent to create a booking engine for a Sister Hostel or Tourism office to book guests direct in to your hostel. Then in reports you will be able to see bookings that were booked via these agents you created.

[Edit agents](#)
[Contracts](#)

Contracts

Documentation

CC Booking fee is set to 1

... Values saved

	Organisation	City	Book	on Top	Fee	Type	no CC	Link	DormOnline		
↕	DormOnline (direct)		-1	1	1	Book net price	0	0	Link		
↕	Hostelworld (Interface)		10	0	0	Book net price	0	0			
↕	Hostelbookers (Interface)		10	0	0	Book net price	0	0			
↕	Group Booking		0	0	1	Book net price	0	0	Link		
↕	Gomio (direct)		10	1	0	Book net price	0	0			
↕	hihostels.com (direct)		5	0	1	Book net price	0	0			
↕	booking.com (Interface)		15	0	0	Book gross price	0	0			
↕	HostelsClub.com (Interface)		10	0	1	Book net price	0	0			
↕	Sister Hostel		-1	0	1	Book gross price	0	0	Link		

Add Entry

The background colors of each row is the same as shown in the DormBook applicatoin with the color set 'agent'.

[Edit agents](#)
[Contracts](#)

Contracts

URL Booked by Agent (Booking Channel: Agent):
English:
<https://secure.dormproject.ch/online/?id=38&agent=SisH&book=1&lang=en>

Agent Contracts are set up according to our technical regulations and to conform to your contracts with the various Agents. If there are irregular changes done by a hostel in this area then disconnection can be the result.

In the above you can see the hostel has created a Sister Hostel as an agent. When you click on the Link icon to the right of the Sister Hostel you will then be shown the code for the dedicated booking engine that the Sister Hostel will use to make bookings for guests at your hostel. Then in Reports you will see how many bookings were sent via the Sister Hostel. The guest still needs to make a1 euro deposit to secure the booking.

Invoices

The screenshot shows the 'DormProject - HostelOffice' web application. The 'Bookingsheet' form is active, displaying a reservation number of 1614. The 'Design' section has 'Receipt' selected. The 'Output' section has 'Html', 'Text', and 'Pdf' buttons. The left sidebar contains links for 'Guests' (Export, Categories, Define Details, Clean up Guests, History) and 'Reservations' (Bookingsheet, Payments, Clean up Res, History).

Here you can gain a copy of the guest Invoice from the Managers Backoffice. Reception can gain a copy of the Invoice from Dorm Book.

Payment records

The screenshot shows the 'DormProject - HostelOffice' web application. The 'Payments' form is active, displaying a reservation number of 1353. The 'Lookup' button is selected. The 'Seite: 1 pro Seite: 50' and 'setzen' buttons are visible. A table shows payment records for 07.10.2009 at 20:33 for reservation 1353, with a payment method of 'Cash' and an amount of 48. The left sidebar contains links for 'Guests' and 'Reservations'.

Managers can investigate how payments were taken. Also to see if cancelled and deleted bookings had payments received.

Deleted bookings

The screenshot shows the 'DormProject - HostelOffice' web application. The 'Clean up Res' form is active, displaying a reservation number of 1547. The 'Guest' field shows 'Oinonen, Marja, FI (1 Res)'. The 'Comment (Res)' field contains a detailed audit trail for the booking. The 'Amount' field shows 0.00. The left sidebar contains links for 'Guests' and 'Reservations'.

Res No.	Guest	Comment (Res)	Amount
1547	Oinonen, Marja, FI (1 Res)	Cancelled by booking.com cancelled 01.10.2009 17:27 bc: 130976553 C: we want a balcony or,preferably ,a smoking room. this is essential. From Dean- River make sure you show them the balcony outside the apartment and emphasise they are not to smoke inside the apartment. R: Non-Smoking D: Including breakfast D: Including VAT Apart 5 A A Apartment Top Floor 15.001 Oinonen, Marja, FI - FI Apart 5 B A Apartment Top Floor 15.001 Oinonen, Marja, FI - FI Apart 5 C Apartment Top Floor 0 Oinonen, Marja, FI - FI Apart 5 D Apartment Top Floor 0 Oinonen, Marja, FI - FI Apart 5 E Apartment Top Floor 0 Oinonen, Marja, FI - FI	0.00

Managers can see here what bookings and for what reason have been deleted. Take note of the Reservation number 1547 in the above example and enter it in the below example to see an audit trail for the booking.

DormProject - HostelOffice
Build: 1046
hosteloffice@dp_10 / barons [38]

HOME
REPORTS
DATA
AGENTS
HOSTEL
ONLINE
TOOLS
LOGOUT

History
Documentation
De - En

Guests
Export
Categories
Define Details
Clean up Guests
History
Reservations
Bookingsheet
Payments
Clean up Res
History

Reservation number: 1547
Reservation
Reservation (id)
Group
Group (id)

ID	Date	Action	Portal	Info
10716249	30.09.2009 19:19:41	added	bc	<p>Guest: Oinonen, Marja, FI (id=1999085)</p> <p>Arrival: 20091104</p> <p>Nights: 3</p> <p>Departure: 20091107</p> <p>Num of persons: 2</p> <p>Beds: Apart 5 A, Apart 5 B, Apart 5 C, Apart 5 D, Apart 5 E,</p> <p>Details:</p> <p>Apart 5 A M A 15.00 Oinonen, Marja, FI (id=1999085)</p> <p>Apart 5 B M A 15.00 Oinonen, Marja, FI (id=1999085)</p> <p>Apart 5 C E 0 0.00 Oinonen, Marja, FI (id=1999085)</p> <p>Apart 5 D E 0 0.00 Oinonen, Marja, FI (id=1999085)</p> <p>Apart 5 E E 0 0.00 Oinonen, Marja, FI (id=1999085)</p> <p>Agent: bc</p> <p>Status: Normal</p> <p>Booking channel: Internet</p> <p>Important: 0</p> <p>Reminder:</p> <p>Paid: 0</p> <p>Net: 90.006</p> <p>Payments:</p> <p>Remark:</p> <p>bc: 130976553</p> <p>C: we want a balcony or,preferably ,a smoking room. this is essential.</p>

The audit trail per booking is rather long and seen by scrolling down. Each entry includes the date and time for every single modification to the booking.

Dorm Book Options

Calendar
special days
prices
Age categories
Payment types
Rooms
Room categories
Add. services
Prices
Options
Booking sheets
Main countries
DormBook Options
DormBook users

DormBook Login-Levels:
logout automatically
Change View (Calendar)
show reservations/guests
save reservations/guests
show credit card details
manually set the time for payments
save views (F-keys)
create reports (in DormBook)
Save

DormBook Version > 5.06.49
never (only manually logout)
limited staff
limited staff
limited staff
manager
manager
manager
limited staff

To see staff names in the Audit Trail you must first set up Dorm Book Options and then select what each staff level can edit and see as in the above. Then as you see below in Dorm Book Users you set up staff names and permission groups are assigned to them.

[Calendar](#)
[special days](#)
[prices](#)
[Age categories](#)
[Payment types](#)
[Rooms](#)
[Room categories](#)
[Add. services](#)
[Prices](#)
[Options](#)
[Booking sheets](#)
[Main countries](#)
[DormBook Options](#)
[DormBook users](#)

DormBook users

Filter:

user name	Name	user group			
andrew	andrew	manager			
david	david	limited staff			
dee	dee	manager			
dom	dom	limited staff			
rachel	rachel	manager			

Add Entry

Other dorm book options allows you to choose the compulsory and default fields that will be required in your Hostel's Dorm Book.

DormProject - HostelOffice
Build: 1046
hosteloffice@dp_10 / barons [38]

HOME REPORTS DATA AGENTS **HOSTEL** ONLINE TOOLS LOGOUT

[Calendar](#)
[special days](#)
[prices](#)
[Age categories](#)
[Payment types](#)
[Rooms](#)
[Room categories](#)
[Add. services](#)
[Prices](#)
[Options](#)
[Booking sheets](#)
[Main countries](#)
[DormBook Options](#)

DormBook Options

[Documentation](#)
[De - E](#)

savely edit reservations and guests:
while edited, for other stations:

DormBook Version > 5.05.13

Show reservations details:
Hide person details ☐
Show Birthday ☐

Main Window:
Do not warn when reservation is moved to an other room category ☐

Conditions for new guests:
Last name required ☒
First name required ☒
E-mail address required ☐

Conditions for new reservations:
booking channel required ☐
Default booking channel has no effect as long a the booking channel is forced
agent required ☐
Ask to adapt services ☐

Conditions for 'paid':
payment type required ☐
Default payment type has no effect as long as payment type is forced

Condition for 'Check-In':
country required ☐

Country

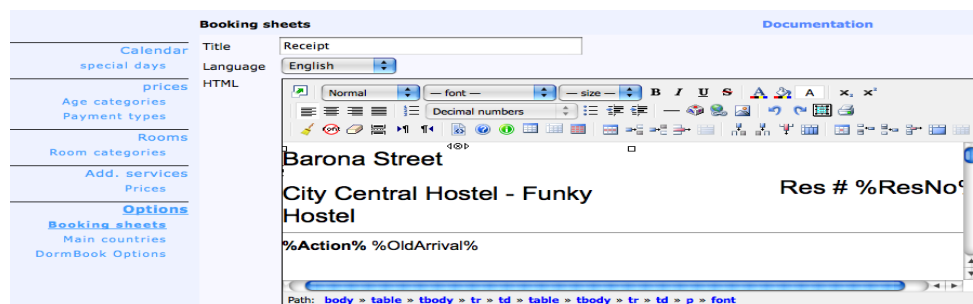
Main Countries allows you to set to the top of the country list those countries from which most guests come from.

[Calendar](#)
[special days](#)
[prices](#)
[Age categories](#)
[Payment types](#)
[Rooms](#)
[Room categories](#)
[Add. services](#)
[Prices](#)
[Options](#)
[Booking sheets](#)
[Main countries](#)
[DormBook Options](#)

Main countries

Country		
Australia		
Germany		
United Kingdom		
Finland		
Sweden		
USA		
France		

Booking Sheets



Booking Sheets is where you edit the receipt template to your own specific requirements. Be careful to not delete the existing code that will automatically import data from the booking to save you time and effort. You can add code if you want to make things more detailed. Code examples can be seen below:

```
%Events%
%Action%, %OldArrival%
%ResNo% %CreatDate% %CreatTime% %PrintDate% %PrintTime%
%Arrival% %Departure% %Duration% %ResComment% %ResState%
%BookingChannel% %Important% %Paid% %Reminder%
Guest:
%GastNo% %Firstname% %Lastname% %CountryNo% %Country%
%Birthday% %PassportNo% %NationalityNo% %Nationality% %GuestComment%
%Title% %Address% %Address2% %ZIP% %City%
%EMail% %CCType% %CCName% %CCNumber% %CCEXP%
%guest_Favourite Room%, %guest_Discount%, %guest_Special Requirements%
%guest_Why Banned%
Agent:
%Agent% %AgentCode%
General:
%Guests% %Bookings:room|gender|agecat|cat|price|guest% %ResTotal%
%Services:count|countx|service|text|price|total% %ServicesTotal%
%Payments:date|type|text|amount% %PaymentsTotal%
%Total% %TotalPerPerson% %Due%
Numbers:
%NumOfBed% %NumOfPerson% %NumOfFemale% %NumOfMale% %NumOfMix%
%NumOfAge.294%, %NumOfAge.296%, %NumOfAge.323%
Reservation Groups:
%FirstArrival% %LastDeparture%
```

How to Email Booking Confirmation Automatically

To be updated.

Adding Services (Tours in your Website Booking Engine, Key Deposits etc)

<http://www.youtube.com/watch?v=95aZhvZ0ERs>

Add. services						
	Description	Bild		Default type	Online	
	Walking Tour		WT	0 * 1	Not Online	 
	Breakfast		BR	0 * 1	Not Online	 

Adding Services is a very special opportunity for your hostel to gain extra income from additional services. You have the choice in the setup to sell services via the Booking Engine at the time a bed is booked or add them so the Reception can sell them. They appear in the Edit Reservation screen as below.

<input type="checkbox"/> Walking Tour	0	0.00	0.00
<input type="checkbox"/> Breakfast	0	0.00	0.00

Preise
 Price
 0.00
 Pay
 Payment type
 Cash

Prices Services

Prices		Service		Price	Online	Documentation
Description: All		Please select	0			
<input type="button" value="Save"/>		Please select	0			
		Walking Tour	0		Not Online	
		Breakfast	0		Not Online	
		<input type="button" value="Save"/>				
		<input type="button" value="Add Entry"/>				

Description: All

There can be prices or no prices if you want. Services can be online or not online.


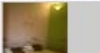

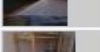

Rooms

<http://www.youtube.com/watch?v=uFdNgAPB3hM>

and

<http://www.youtube.com/watch?v=Hc2CATeTjTw>

Room Categories

Room categories	
Query: SELECT value FROM thostelsetting WHERE `key`='rep You have an error in your SQL syntax; check the manual that c 1	
Description	Bild
4 Bed Room	
Double Bed Room	
Twin Room	
Triple Bed Room	
Apartment Ground Floor	

In Room Categories you only setup ONE room for each room type. The photo you add as an example of the room. The photo appears in your website Booking Engine and greatly helps gain bookings.

Edit rooms Documentat									
Zimmer Gruppe: Initial									
Calendar special days		Description	Room category	Gender	Bed	Additional bed	Online		
prices	◄	01	Double Bed Room	Mixed	2	2	All		
Age categories	◄	02	4 Bed Room	Mixed	4	2	All		
Payment types	◄	03	4 Bed Room	Mixed	4	2	All		
Rooms	◄	04	Double Bed Room	Mixed	2	2	All		
Room categories	◄	05	Double Bed Room	Mixed	2	0	All		
Add. services	◄	Dup 6	Six Bed Private	Mixed	6	0	All		
Prices	◄	Dup Four	Private 4 bed room	Mixed	4	0	All		
Options	◄	Dup Trip	Triple Bed Room	Mixed	3	0	All		
Booking sheets	◄	Dup Twin	Twin Room	Mixed	2	0	All		
Main countries	◄	Apart 3	Apartment Ground Floor	Mixed	3	1	All		
DormBook Options	◄	Apart 5	Apartment Top Floor	Mixed	5	1	All		

Rooms is where you assign a Room Number to a Room Type. The most bookings are gained by selecting Mixed under Gender. Additional Beds should be marked Y and Z etc.

Payment types

Payment types		
	Description	
Calendar special days	Cash	
prices	Credit Card	
Age categories	Voucher	
Payment types	Pre Payment	
Rooms	Cash Cash	
Room categories	STA Voucher	
Add. services	Booking.com	
Prices		
Options		
Booking sheets		
Main countries		
DormBook Options		
Add Entry		



Payment Types can be anything you want – different currencies.

Age category


Age categories			
	Description	Shortcut	
◄	Daily	Day	
◄	Weekly	Wk	
Save			

Age Categories is a bit of a misleading name. This is the area where you can setup different prices based on a Weekly Rate or Daily Rate. Maybe you would add an Internet or Walkin rate that can be quickly selected at Reception in the Edit Reservation screen to be able to give a quick answer on price for the bed/room. See <http://www.youtube.com/watch?v=XalMr3oZ5sA>

Price periods

prices			
Calendar special days	Description		
	1 Low	 	Copy
prices Age categories Payment types	2 Low WE	 	Copy
	3 Mid	 	Copy
Rooms Room categories	4 Mid WE	 	Copy
	5 High	 	Copy
Add. services Prices	6 High WE	 	Copy
	9 Peak	 	Copy
Options Booking sheets Main countries DormBook Options			
Add Entry			

Prices for beds and rooms are set up for each Room Type (not Room number). Make sure you have completely set up prices correctly for one Season/Price Level. Then select Copy to create a new season/ Price Level. More than ten price levels is not really necessary. DO NOT create one price level/season for each date as this is not how our system works. If you create too many levels then you will have difficulty updating each level when you change your room structure.

Room category	Age category	Occupation	Price		
4 Bed Room	Adult	0	8		
4 Bed Room	Adult	2	12		
4 Bed Room	Adult	3	8		
4 Bed Room	Adult	4	8		
Double Bed Room	Adult	1	20		
Double Bed Room	Adult	2	10		
Twin Room	Adult	1	25		
Twin Room	Adult	2	10		
Triple Bed Room	Adult	3	7		
Apartment Ground Floor	Adult	1	20		
Apartment Ground Floor	Adult	2	12		
Apartment Ground Floor	Adult	3	10		
Apartment Ground Floor	Adult	4	12		
Private 4 bed room	Adult	4	7		
Apartment Top Floor	Adult	2	15		

In the above example a '0' is used to enable a room to be booked as a Dorm Room and the price is for 1 bed in the dorm room. A number under Description enables a room to be booked as a Private Room and the price is per person. Your rooms will be available to be sold under multiple options via the Dorm Online Booking Engine within your website. There is no risk of double bookings. Agents only allow a room to be sold under one room type so are not as flexible as our booking engine.

You can list a room to be sold as both a Private and a Dorm room. It is the first booking that goes in to the room that determines if it continues as a dorm or a private room.

Calendar

DormProject - HostelOffice Build: 1046
 hosteloffice@dp_10 / barons [38]

HOME REPORTS DATA AGENTS **HOSTEL** ONLINE TOOLS LOGOUT

Calendar Documentation De - En

Display 01.10.2009 until 31.12.2009 Display 2 months 3 months 6 months 12 months

Assign
 Start date: 01.01.1970 End date: 01.01.1970 Assign

Weekday: ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☒ Sat ☒ Sun

Prices	Rooms	Online	Add. Services																																																																																																																																																																																																				
No change	Initial	No change	No change																																																																																																																																																																																																				
October 2009 <table border="1"> <tr><td>Mo</td><td>Tu</td><td>We</td><td>Th</td><td>Fr</td><td>Sa</td><td>Su</td></tr> <tr><td></td><td></td><td></td><td></td><td>1</td><td>2</td><td>3</td></tr> <tr><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td></tr> <tr><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td></tr> <tr><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td></tr> <tr><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td></tr> </table>	Mo	Tu	We	Th	Fr	Sa	Su					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	October 2009 <table border="1"> <tr><td>Mo</td><td>Tu</td><td>We</td><td>Th</td><td>Fr</td><td>Sa</td><td>Su</td></tr> <tr><td></td><td></td><td></td><td></td><td>1</td><td>2</td><td>3</td></tr> <tr><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td></tr> <tr><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td></tr> <tr><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td></tr> <tr><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td></tr> </table>	Mo	Tu	We	Th	Fr	Sa	Su					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	October 2009 <table border="1"> <tr><td>Mo</td><td>Tu</td><td>We</td><td>Th</td><td>Fr</td><td>Sa</td><td>Su</td></tr> <tr><td></td><td></td><td></td><td></td><td>1</td><td>2</td><td>3</td></tr> <tr><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td></tr> <tr><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td></tr> <tr><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td></tr> <tr><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td></tr> </table>	Mo	Tu	We	Th	Fr	Sa	Su					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	October 2009 <table border="1"> <tr><td>Mo</td><td>Tu</td><td>We</td><td>Th</td><td>Fr</td><td>Sa</td><td>Su</td></tr> <tr><td></td><td></td><td></td><td></td><td>1</td><td>2</td><td>3</td></tr> <tr><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td></tr> <tr><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td></tr> <tr><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td></tr> <tr><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td></tr> </table>	Mo	Tu	We	Th	Fr	Sa	Su					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31																												
Mo	Tu	We	Th	Fr	Sa	Su																																																																																																																																																																																																	
				1	2	3																																																																																																																																																																																																	
4	5	6	7	8	9	10																																																																																																																																																																																																	
11	12	13	14	15	16	17																																																																																																																																																																																																	
18	19	20	21	22	23	24																																																																																																																																																																																																	
25	26	27	28	29	30	31																																																																																																																																																																																																	
Mo	Tu	We	Th	Fr	Sa	Su																																																																																																																																																																																																	
				1	2	3																																																																																																																																																																																																	
4	5	6	7	8	9	10																																																																																																																																																																																																	
11	12	13	14	15	16	17																																																																																																																																																																																																	
18	19	20	21	22	23	24																																																																																																																																																																																																	
25	26	27	28	29	30	31																																																																																																																																																																																																	
Mo	Tu	We	Th	Fr	Sa	Su																																																																																																																																																																																																	
				1	2	3																																																																																																																																																																																																	
4	5	6	7	8	9	10																																																																																																																																																																																																	
11	12	13	14	15	16	17																																																																																																																																																																																																	
18	19	20	21	22	23	24																																																																																																																																																																																																	
25	26	27	28	29	30	31																																																																																																																																																																																																	
Mo	Tu	We	Th	Fr	Sa	Su																																																																																																																																																																																																	
				1	2	3																																																																																																																																																																																																	
4	5	6	7	8	9	10																																																																																																																																																																																																	
11	12	13	14	15	16	17																																																																																																																																																																																																	
18	19	20	21	22	23	24																																																																																																																																																																																																	
25	26	27	28	29	30	31																																																																																																																																																																																																	
November 2009 <table border="1"> <tr><td>Mo</td><td>Tu</td><td>We</td><td>Th</td><td>Fr</td><td>Sa</td><td>Su</td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td>1</td></tr> <tr><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td></tr> <tr><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td></tr> <tr><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td></tr> <tr><td>30</td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </table>	Mo	Tu	We	Th	Fr	Sa	Su							1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30							November 2009 <table border="1"> <tr><td>Mo</td><td>Tu</td><td>We</td><td>Th</td><td>Fr</td><td>Sa</td><td>Su</td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td>1</td></tr> <tr><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td></tr> <tr><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td></tr> <tr><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td></tr> <tr><td>30</td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </table>	Mo	Tu	We	Th	Fr	Sa	Su							1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30							November 2009 <table border="1"> <tr><td>Mo</td><td>Tu</td><td>We</td><td>Th</td><td>Fr</td><td>Sa</td><td>Su</td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td>1</td></tr> <tr><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td></tr> <tr><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td></tr> <tr><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td></tr> <tr><td>30</td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </table>	Mo	Tu	We	Th	Fr	Sa	Su							1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30							November 2009 <table border="1"> <tr><td>Mo</td><td>Tu</td><td>We</td><td>Th</td><td>Fr</td><td>Sa</td><td>Su</td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td>1</td></tr> <tr><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td></tr> <tr><td>9</td><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td></tr> <tr><td>16</td><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td></tr> <tr><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td></tr> <tr><td>30</td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </table>	Mo	Tu	We	Th	Fr	Sa	Su							1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30						
Mo	Tu	We	Th	Fr	Sa	Su																																																																																																																																																																																																	
						1																																																																																																																																																																																																	
2	3	4	5	6	7	8																																																																																																																																																																																																	
9	10	11	12	13	14	15																																																																																																																																																																																																	
16	17	18	19	20	21	22																																																																																																																																																																																																	
23	24	25	26	27	28	29																																																																																																																																																																																																	
30																																																																																																																																																																																																							
Mo	Tu	We	Th	Fr	Sa	Su																																																																																																																																																																																																	
						1																																																																																																																																																																																																	
2	3	4	5	6	7	8																																																																																																																																																																																																	
9	10	11	12	13	14	15																																																																																																																																																																																																	
16	17	18	19	20	21	22																																																																																																																																																																																																	
23	24	25	26	27	28	29																																																																																																																																																																																																	
30																																																																																																																																																																																																							
Mo	Tu	We	Th	Fr	Sa	Su																																																																																																																																																																																																	
						1																																																																																																																																																																																																	
2	3	4	5	6	7	8																																																																																																																																																																																																	
9	10	11	12	13	14	15																																																																																																																																																																																																	
16	17	18	19	20	21	22																																																																																																																																																																																																	
23	24	25	26	27	28	29																																																																																																																																																																																																	
30																																																																																																																																																																																																							
Mo	Tu	We	Th	Fr	Sa	Su																																																																																																																																																																																																	
						1																																																																																																																																																																																																	
2	3	4	5	6	7	8																																																																																																																																																																																																	
9	10	11	12	13	14	15																																																																																																																																																																																																	
16	17	18	19	20	21	22																																																																																																																																																																																																	
23	24	25	26	27	28	29																																																																																																																																																																																																	
30																																																																																																																																																																																																							
December 2009 <table border="1"> <tr><td>Mo</td><td>Tu</td><td>We</td><td>Th</td><td>Fr</td><td>Sa</td><td>Su</td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </table>	Mo	Tu	We	Th	Fr	Sa	Su																																											December 2009 <table border="1"> <tr><td>Mo</td><td>Tu</td><td>We</td><td>Th</td><td>Fr</td><td>Sa</td><td>Su</td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </table>	Mo	Tu	We	Th	Fr	Sa	Su																																											December 2009 <table border="1"> <tr><td>Mo</td><td>Tu</td><td>We</td><td>Th</td><td>Fr</td><td>Sa</td><td>Su</td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </table>	Mo	Tu	We	Th	Fr	Sa	Su																																											December 2009 <table border="1"> <tr><td>Mo</td><td>Tu</td><td>We</td><td>Th</td><td>Fr</td><td>Sa</td><td>Su</td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </table>	Mo	Tu	We	Th	Fr	Sa	Su																																										
Mo	Tu	We	Th	Fr	Sa	Su																																																																																																																																																																																																	
Mo	Tu	We	Th	Fr	Sa	Su																																																																																																																																																																																																	
Mo	Tu	We	Th	Fr	Sa	Su																																																																																																																																																																																																	
Mo	Tu	We	Th	Fr	Sa	Su																																																																																																																																																																																																	

Calendar is where you allocate Prices and Allocation that must be first setup under the 'Online' heading described further below.

Calendar

Display 01.10.2009 until 31.12.2009 Display

Assign
 Start date: 01.10.2009 End date: 14.11.2009

Weekday: ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☐ Fri ☐ Sat ☒ Sun

Prices	Rooms																																																																																																		
No change	Initial																																																																																																		
<table border="1"> <tr><td>Mo</td><td>Tu</td><td>We</td><td>Th</td><td>Fr</td><td>Sa</td><td>Su</td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </table>	Mo	Tu	We	Th	Fr	Sa	Su																																											<table border="1"> <tr><td>Mo</td><td>Tu</td><td>We</td><td>Th</td><td>Fr</td><td>Sa</td><td>Su</td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </table>	Mo	Tu	We	Th	Fr	Sa	Su																																										
Mo	Tu	We	Th	Fr	Sa	Su																																																																																													
Mo	Tu	We	Th	Fr	Sa	Su																																																																																													

Using the mouse to Point-and-Click you select the Start Date and End Date, then select or deselect the weekdays you want the change to apply to. In the above you can see '3 Mid' is the name of the Price selected in the drop-down menu. Then select Assign to save your changes

Assign

special days

Page: 1 per Page: 10 set

2 of 2 all A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 0-9

Date	Remark
31.12.2009	New Year Eve
30.12.2008	Football

1 1 2009 Edit

Special Days with dates and descriptions are marked in Dorm Book with a blue colour.

Dorm Online

DormProject - HostelOffice hosteloffice@dp_10 / bar

HOME REPORTS DATA AGENTS HOSTEL **ONLINE**

Dorm online Documentation

[Dorm online](#)
[Text blocs](#)
[Online texts](#)
[Email texts](#)

[Online groups](#)
[Portal Information](#)
[Portal Functions](#)
[Hostelworld Functions](#)
[Hostelbookers Functions](#)
[hihostels.com Functions](#)
[booking.com Functions](#)

Description	Value	
Hostel name	Select 2 days minimum to see apartments.	
Hostel name 2	All bookings get free basic breakfast.	
Homepage URL	http://www.baronshostel.com	
Contact email	guest@hostel.lv	
Reservation URL	https://secure.dormproject.ch/online/?id=38	
Return address	guest@hostel.lv	
Credit Cards	VM	
Booking fee	1	
CVV Number	0	
Never update guests	0	
Gender choice	5	
Max number of persons	36	
Last new reservation	0	

Dorm Online is your booking engine for your website that is integrated so that allocations are reduced to all agents automatically when a booking is made via this engine. 1 euro (rounded up) is paid by the guest Per Booking from this engine. Around 10% and 0.75 to 3 euros is paid by the guest per booking to the agent when a guest books via an agent site so our charge is far lower.

Reservation URL	https://secure.dormproject.ch/online/?id=38	
-----------------	---	--

This is where you will find the link code for the Dorm Online booking engine for your website.

Max number of persons	36	
-----------------------	----	--

Adjust the maximum persons allowable at your hostel.









Last new reservation	0	
Last change / cancel	24	

You need to adjust the above also.

For DormOnline (only DormOnline and not for the interfaces) we do have the "last minute" configuration: "Last Minute Start" and "Last Minute End".
 between "Last Minute Start" and "Last Minute End" (in hours before midnight of the arrival day - same as "Last new reservation") the "Keep free" is set to 0 (zero)























This enables you to keep free a certain amount of beds for extension on the departure day until e.g. 10 am (Last Minute Start set to 14). So we do have 2 time windows for online reservation (DormOnline):- normal reservation up to "Last new reservation". the "keep free" number of beds of each room category can not be booking in this time window. - the time between "Last minute start" and "Last minute end". The "keep free" setting is ignored.

So if you want to keep some beds free for extensions of current guests you need to set a keep free value for each line for DormOnline (room category) for each online group. Then set the "Last new Reservation" setting to 11 (this is 1pm/13:00h), "Last Minute Start" to 11 (1pm/1300h) and the "Last Minute End" to what ever time you like (e.g. 2 (for 10pm/2200h)). So the keep free values are ignored after 1300h....












Background	#EE4000	
Text	#000000	
Links	#000000	
Text Error	#CC6600	
Title field	#eeeeee	
Title text	#222222	
Active Field	#cccccc	
Inactive Field	#eeeeee	

To change the colours for the sections above you need to enter Hex Codes.
<http://www.december.com/html/spec/color.html>

Text Blocs Editing (Website Booking Engine Text)

Text blocs				
Dorm online Text blocs Online texts Email texts <hr/> Online groups Portal Information Portal Functions Hostelworld Functions Hostelbookers Functions hihostels.com Functions booking.com Functions		Title	Language	
	◀▶	Neue Buchung	Deutsch	 
	◀▶	New Booking	English	 
	◀▶	Buchung geändert	Deutsch	 
	◀▶	Booking Changed	English	 
	◀▶	Buchung gelöscht	Deutsch	 
	◀▶	Booking Canceled	English	 
	◀▶	Online Titel	Deutsch	 
	◀▶	Online Title	English	 
	◀▶	Condition 1	Deutsch	 
	◀▶	Condition 1b	Deutsch	 
	◀▶	Condition 1	English	 

<http://www.youtube.com/watch?v=q3Rs2tFWAOE> Dorm Online Text Blocs – You only need to edit the language you are using. You have to open each separate Title and adjust the text to suit your hostel. Use the existing content to guide you rather than deleting it all and starting again. There is embedded code that you should work around. You only need to edit the text in the top window in each Title.

Online texts			
Dorm online Text blocs Online texts Email texts <hr/> Online groups Portal Information Portal Functions Hostelworld Functions Hostelbookers Functions hihostels.com Functions booking.com Functions		Description	Language
		Title	Deutsch 
		Step 1	Deutsch 
		Step 2	Deutsch 
		Step 3	Deutsch 
		Step 4	Deutsch 
		Not available	Deutsch 
		Booking deleted	Deutsch 
		Error	Deutsch 
		Title	English 
		Step 1	English 
		Step 2	English 

Online Texts and Email Texts sections are advanced and should only be adjusted after you have become very familiar with all the other parts of the software.

Online Groups

[Dorm online](#)
[Text blocs](#)
[Online texts](#)
[Email texts](#)

Online groups
[Portal Information](#)
[Portal Functions](#)
[Hostelworld Functions](#)
[Hostelbookers Functions](#)
[hihostels.com Functions](#)
[booking.com Functions](#)

Online groups
Add Entry

Description				
Full Allocation			Edit Portals	Copy
Reduced Allocation			Edit Portals	Copy

Online Groups is where you setup room allocation to agents.

Portal	Room category	Contingent	Keep free	Min	Max	Room		
DormOnline (direct)	4 Bed Room	0	0	1	14	02; 03		
DormOnline (direct)	Double Bed Room	0	0	1	14	01; 04; 05		
DormOnline (direct)	Twin Room	0	0	1	14	Dup Twin		
DormOnline (direct)	Triple Bed Room	0	0	1	14	Dup Trip		
DormOnline (direct)	Apartment Ground Floor	0	0	3	90	Apart 3		
DormOnline (direct)	Apartment Top Floor	0	0	2	14	Apart 5		
DormOnline (direct)	Six Bed Private	0	0	1	14	Dup 6		
DormOnline (direct)	Private 4 bed room	0	0	1	14	Dup Four		
Gomio (direct)	4 Bed Room	0	0	1	14	02; 03		
Gomio (direct)	Double Bed Room	0	0	1	14	01; 04; 05		
Gomio (direct)	Twin Room	0	0	1	14	Dup Twin		
Gomio (direct)	Triple Bed Room	0	0	1	14	Dup Trip		
Gomio (direct)	Apartment Ground Floor	0	0	3	90	Apart 3		
Gomio (direct)	Six Bed Private	0	0	1	14	Dup 6		

Each Agent allocation is setup as the example above.

Portal	DormOnline (direct)		Room
Room category	4 Bed Room		
Contingent	0	bed(s)	<input checked="" type="checkbox"/> 02 (All) --> <input type="text"/>
Keep free	0	bed(s)	<input checked="" type="checkbox"/> 03 (All) --> <input type="text"/>
Minimum duration	1		Occupations (separated by ',') in the edit field at the right are not available online for that room.
Maximum duration	14		
<input type="button" value="Save"/>			

For Dorm Online the correct example is above.

- Contingent
- Keep free

Contingent:

is used to limit to total amount of beds a portal is allowed to sell (for each night). As we have one line for each room category and portal. Never set different contingents for the same portal and different room categories.

The contingent counts all beds (regardless of the room category) and just makes sure that on a certain day no more beds are available for and agent HW if there are already 10 beds sold on HW for that day.

So please remember: Contingent counts all beds sold on a certain day with one agent.

Keep free:

Keep free simple: Keep free does just count the number of free beds within the given room category and makes sure that this can not be sold.

For DormOnline (only DormOnline and not for the interfaces) we do have the "last minute" configuration: "Last Minute Start" and "Last Minute End".

between "Last Minute Start" and "Last Minute End" (in hours before midnight of the arrival day - same as "Last new reservation") the "Keep free" is set to 0 (zero)

This enables you to keep free a certain amount of beds for extension on the departure day until e.g. 10 am (Last Minute Start set to 14). So we do have 2 time windows for online reservation (DormOnline):- normal reservation up to "Last new reservation". the "keep free" number of beds of each room category can not be booking in this time window. - the time between "Last minute start" and "Last minute end". The "keep free" setting is ignored.

So if you want to keep some beds free for extensions of current guests you need to set a keep free value for each line for DormOnline (room category) for each online group. Then set the "Last new Reservation" setting to 11 (this is 1pm/13:00h), "Last Minute Start" to 11 (1pm/1300h) and the "Last Minute End" to what ever time you like (e.g. 2 (for 10pm/2200h)). So the keep free values are ignored after 1300h....

Portal	<input type="text" value="Gomio (direct)"/>	Room <input checked="" type="checkbox"/> 02 (All) --> <input type="text"/> <input checked="" type="checkbox"/> 03 (All) --> <input type="text"/> Occupations (separated by ',') in the edit field at the right are not available online for that room.
Room category	<input type="text" value="4 Bed Room"/>	
Contingent	<input type="text" value="0"/> bed(s)	
Keep free	<input type="text" value="0"/> bed(s)	
Minimum duration	<input type="text" value="1"/>	
Maximum duration	<input type="text" value="14"/>	
<input type="button" value="Save"/>		

For Gomio the correct example is above.

Portal	<input type="text" value="hihostels.com (direct)"/>	Room <input checked="" type="checkbox"/> 02 (All) --> <input type="text"/> <input checked="" type="checkbox"/> 03 (All) --> <input type="text"/> Occupations (separated by ',') in the edit field at the right are not available online for that room.
Room category	<input type="text" value="4 Bed Room"/>	
Contingent	<input type="text" value="0"/> bed(s)	
Keep free	<input type="text" value="0"/> bed(s)	
Minimum duration	<input type="text" value="1"/>	
Maximum duration	<input type="text" value="14"/>	
<input type="button" value="Save"/>		

For Hi Hostels the correct example is above.

Filter: <input type="text" value="All Portal"/>		<input type="text" value="All Room category"/>
Portal	<input type="text" value="Hostelbookers (Interface)"/>	Room <input checked="" type="checkbox"/> 02 (All) <input type="text" value="Dorm (4 beds) (Mixed Dorm 8)"/> <input checked="" type="checkbox"/> 03 (All) <input type="text" value="Dorm (4 beds) (Mixed Dorm 8)"/>
Room category	<input type="text" value="4 Bed Room"/>	
Contingent	<input type="text" value="0"/> bed(s)	
Keep free	<input type="text" value="0"/> bed(s)	
Minimum duration	<input type="text" value="1"/>	
Maximum duration	<input type="text" value="14"/>	
<input type="button" value="Save"/>		

For Hostelbookers the correct example is above.

Filter: <input type="text" value="All Portal"/>		<input type="text" value="All Room category"/>
Portal	<input type="text" value="Hostelworld (Interface)"/>	Room <input checked="" type="checkbox"/> 02 (All) <input type="text" value="Four Bed Dorm (Mixed Dorm 4)"/> <input checked="" type="checkbox"/> 03 (All) <input type="text" value="Four Bed Dorm (Mixed Dorm 4)"/>
Room category	<input type="text" value="4 Bed Room"/>	
Contingent	<input type="text" value="0"/> bed(s)	
Keep free	<input type="text" value="0"/> bed(s)	
Minimum duration	<input type="text" value="1"/>	
Maximum duration	<input type="text" value="14"/>	
<input type="button" value="Save"/>		

For Hostelworld the correct example is above.

Booking.com Allocations

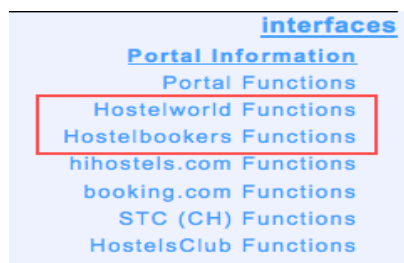
Room type assignment			save assignment
Room category	Occupation	booking.com	
4 Bed Room (684)	0	4-Bed Dormitory Room (Standard Rate) (2617907:149747)	
Double Bed Room (686)	2	Double Room Private (Standard Rate) (2617906:149747)	
Twin Room (718)	2	Twin Room Private (Standard Rate) (2617903:149747)	
Triple Bed Room (728)	3	Triple Room Private (Standard Rate) (2617904:149747)	
Apartment Ground Floor (1037)	2	Standard Apartment (Standard Rate) (2617908:149747)	
Private 4 bed room (1171)	4	4 Bed Room Private (Standard Rate) (2617905:149747)	
Apartment Top Floor (1181)	2	Standard Apartment (Standard Rate) (2617908:149747)	
Six Bed Private (1183)	6	6-Bed Private Room (Standard Rate) (2617901:149747)	

For Booking.com the integration is set by us at Hosteloffice/Dormproject and you do not have to adjust anything to maintain the link. You simply let us know the rooms you want allocate. To restrict allocation to Booking.com for particular dates watch this film <http://www.youtube.com/watch?v=ER1Zye94Y5Q>

Changing Passwords for Agent backoffices

HostelBookers

If you decide you want to change a password for the HostelBookers backoffice then you need to also make the change in the Hostelbookers section of the software found under the ONLINE page.



HostelWorld

If you decide you want to change a password for the Hostelworld backoffice then you need to first know if we have created a separate User Account for the software to use. If there is no User Account just for the software then you need to also make the change in the Hostelworld section of the software found under the ONLINE page.

If we have created this separate account for the software to use then you can change your master password anytime you want without having to inform us or make any changes in the software. Our software will automatically change this user account password to adhere to Hostelworld rules.

Remember that this software functions like a staff member would. Just like you give a staff member the login details to access the backoffice of agents then the same is for this software. So you employ this software to do manage your allocations, prices and bookings when you enter your agent

backoffice details in to the software.

Yield Management

This User Manual covers mostly the settings. What it does not communicate is Yield Management techniques. You need to join our Facebook User Group to gain Yield Management information.

[Hostel Office, Dorm Project Software](#)

http://www.facebook.com/home.php?sk=group_119198838163057

An overview of how our software synchronises and your data security:

<http://vimeo.com/28433997>